



Department of  
Medicaid

# Stage 2 – Provider Network Management (PNM) Module Functions

Provider Journey Maps  
September, 2022

# Stage 2 – Provider Network Management (PNM) Module Functions | Overview

## Purpose and Considerations

- Common Acronyms
  - » MCP – Managed Care Provider
  - » MCE – Managed Care Entities (*Ohio Medicaid MCOs, OhioRISE, and SPBM vendors*)
  - » MCO – Managed Care Organizations (*Ohio Medicaid existing and new Managed Care plans only*)
  - » PNM – Provider Network Management
  - » PPR – Potentially Preventable Readmissions
- Resources
  - For detailed step-by-step instructions, please utilize the User Guides available at <https://ohiopnm.myabsorb.com/>.
    - Users will need an enrollment key to create an account and access training guides. These enrollment keys will be part of the communication sent out by ODM when the Learning Management System is open for enrollment

# Provider Directory

*Stage 2 – October 1, 2022*

# Stage 2 Provider Directory | Overview

## Purpose and Considerations

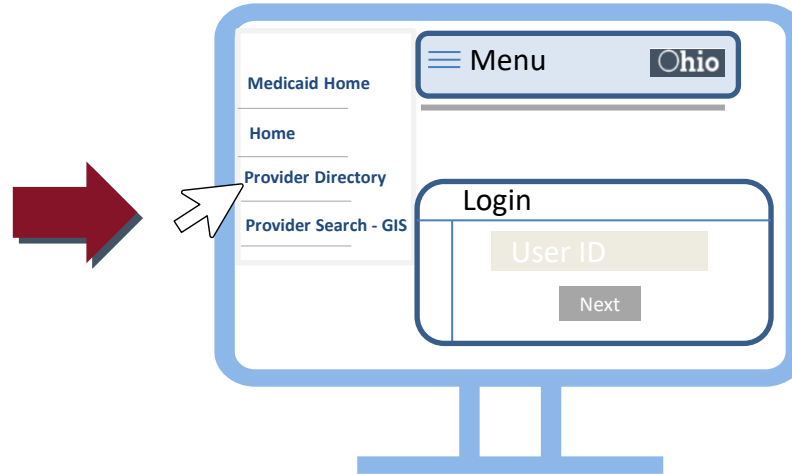
- Purpose
  - » Explains how to access the provider directory and how the provider directory can be used to find information about providers, including the available search fields (i.e. providers accepting a particular health plan or taking new patients)
- Considerations
  - » The provider directory is publicly available. Providers and members do not need to have an active OH|ID or log into to the PNM Module to view the directory
  - » Providers can access the Single Pharmacy Benefit Manager Directory at <https://spbm.medicaid.ohio.gov/ProvDirectory/ProvDirectory>

# Accessing the Provider Directory

**WHO:** Ohio Medicaid Providers  
**WHEN:** Process effective with Stage 2 –  
October 1, 2022 of the Next Generation  
Program



1. Navigate to the [\\*Provider Network Management \(PNM\) Module](#). You do not need to sign into PNM, as the provider directory is publicly available.



2. On the main PNM Module landing page, click the “Menu” button in the top left corner and select “Provider Directory.”

3. Members can search for providers based on specific search criteria (i.e. accepting new patients, the age/gender of patients the provider accepts, and the provider’s board certifications). Providers can search for their profiles to ensure information is reflected accurately in the Provider Directory.



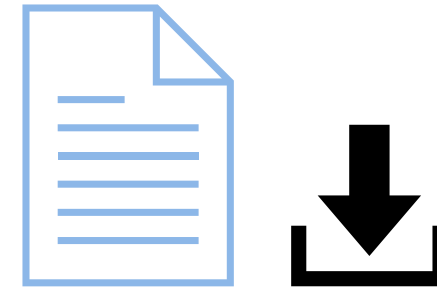
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# Searching the Provider Directory and Exporting

**WHO:** Ohio Medicaid Providers  
**WHEN:** Process effective with Stage 2 –  
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	A	B	C	D
1	Provider Name	MPN	NPI	Provider Type
2				
3				



4. Entering search criteria generates the Provider Directory file table on the webpage that includes a list of enrolled providers matching the search criteria.

5. To download a copy of the Provider Directory search results as a file, select the Excel or PDF icon above the Provider Directory File table. This exports the search results and allows the file to be saved to your computer.



# Managed Care Provider (MCP) Interest File

*Stage 2 – October 1, 2022*

# Managed Care Provider (MCP) Interest File | Overview

## Purpose and Considerations

- Purpose
  - » Explain how providers can select an MCE to contract with while registering as a new provider with ODM
  - » Explain how MCEs can refer to the MCP Interest File to find which providers are interested in contracting with them
- Considerations
  - » Providers must have OH|ID credentials (username and password)
  - » Providers can only express interest in contract with an MCE during initial registration as a new provider. Providers that are already enrolled in Medicaid must contact the MCE directly for inquiries regarding contracting



# MCP Interest File

**WHO:** Ohio Medicaid Providers  
**WHEN:** Process effective with Stage 2 –  
October 1, 2022 of the Next Generation  
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1. Navigate to the [\\*Provider Network Management \(PNM\) Module](#) and log in using your OH|ID credentials (username and password).

A screenshot of a web application interface. At the top, there is a navigation bar with several icons and labels: 'Search-RA', 'Submit PA', 'Search Eligibility', 'Search PA', 'Submit Claim', 'Search Claim', and 'Hospice Enrollment'. Below the navigation bar, the main heading reads 'Indicate your interest in one or more Ohio Medicaid Managed Care Providers'. Under this heading is a form with three rows, each containing a checkbox and a label: 'MCE A', 'MCE B', and 'MCE C'. The checkboxes for 'MCE A' and 'MCE B' are checked, while the checkbox for 'MCE C' is unchecked.

2. During the new provider registration process, you will be prompted to indicate whether you wish to contract with any MCEs. You can select one MCE or multiple.



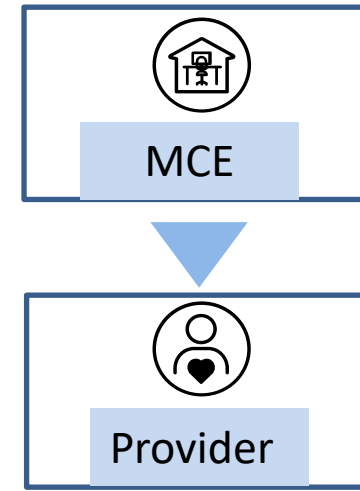
*\*This link will be available on 10/1/2022.*

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## MCP Interest File (cont.)

**WHO:** Ohio Medicaid Providers  
**WHEN:** Process effective with Stage 2 –  
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3. MCEs will receive a weekly MCP Interest File, which indicates which providers are interested in contracting with them. The file includes identifying information for them to contact providers (provider type, NPI, demographics, specialty type, location, etc.).

4. Providers who select to contract with an MCE(s) will be contacted directly by the MCE to begin the contracting process.



# Provider Enrollment of Partner Agencies

*Stage 2 – October 1, 2022*

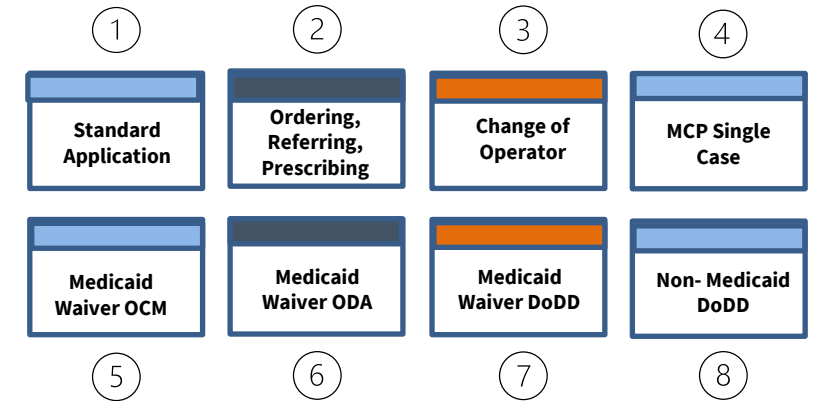
# Provider Enrollment with Partner Agencies | Overview

## Purpose and Considerations

- Purpose
  - » Explain how new and existing providers can enroll with the Department of Developmental Disabilities (DoDD) or the Department of Aging (ODA) through the Provider Network Management (PNM) Module
- Considerations
  - » Providers must have OH|ID credentials (username and password)

# New Provider Enrollment with Partner Agencies

**WHO:** New Ohio Medicaid Providers  
**WHEN:** Process effective with Stage 2 – October 1, 2022 of the Next Generation Program



1. Ohio Department of Developmental Disabilities (DoDD) providers (independent providers, non-Medicaid providers, and licensure providers) will now use one single module: Provider Network Management (PNM) Module.

2. Navigate to the \*[Provider Network Management \(PNM\)](#) Module and log in using your OH | ID credentials (username and password). Applications to register as a provider, previously available at [DoDD.ohio.gov](https://doDD.ohio.gov), are now available through the PNM.

3. ODM Medicaid providers who wish to enroll with DODD or ODA will select either “Medicaid Waiver ODA,” “Non-Medicaid DODD,” or “Medicaid Waiver DODD.”



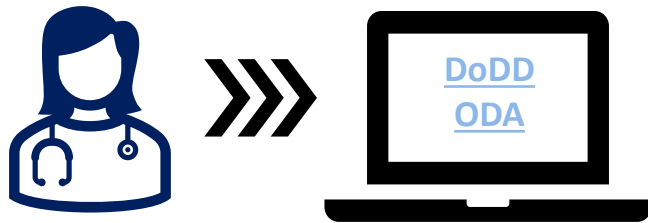
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## New Provider Enrollment with Partner Agencies (cont.)

**WHO:** New Ohio Medicaid Providers  
**WHEN:** Process effective with Stage 2 –  
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4. Providers will then be redirected to either DoDD or ODA's systems. Providers will complete an application, entering the requested information on either the DoDD or ODA website.

5. Upon completion, the provider will not be routed back to the PNM. Application information will be securely transferred to the PNM once the application is reviewed and approved.

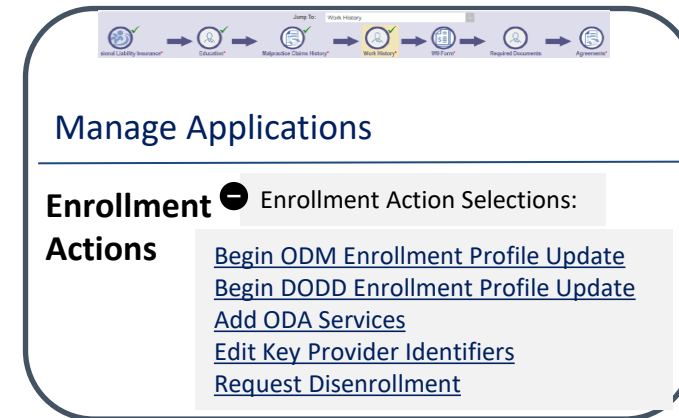


# Existing Provider Enrollment with Partner Agencies

**WHO:** Existing Ohio Medicaid Providers  
**WHEN:** Process effective with Stage 2 –  
October 1, 2022 of the Next Generation  
Program



1. Navigate to the \*[Provider Network Management \(PNM\) Module](#) and log in using your OH|ID credentials (username and password).



2. Under “Manage Applications” ODM waiver providers will view options to enroll with partner agencies such as DoDD or ODA. They can select “Begin DoDD Enrollment Profile Update,” or “Add ODA Services.”



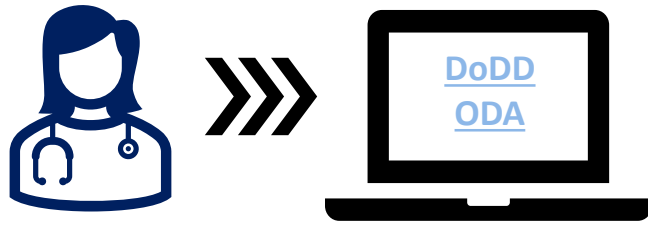
*\*This link will be available on 10/1/2022.*

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## Existing Provider Enrollment with Partner Agencies (cont.)

**WHO:** Existing Ohio Medicaid Providers  
**WHEN:** Process effective with Stage 2 –  
October 1, 2022 of the Next Generation  
Program



3. Providers will then be redirected to either DoDD or ODA's systems. Providers will complete their actions within each agency's respective system.

4. Upon completion, the provider will not be routed back to the PNM. Application information will be securely transferred to the PNM once the application is reviewed and approved.





# Provider Self Service Menu

*Stage 2 – October 1, 2022*

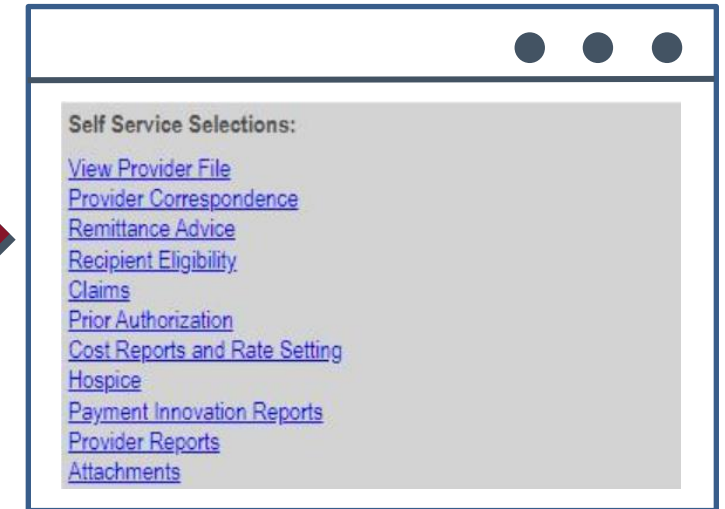
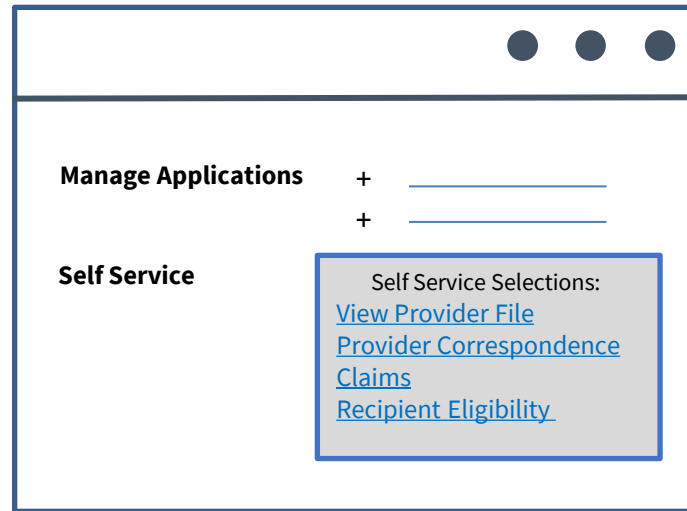
# Provider Self Service Menu | Overview

## Purpose and Considerations

- Purpose
  - » Explain how providers can navigate to the provider Self Service menu within the PNM and what functionality is included in the Module. The Self Service menu is a centralized place where providers can add affiliations, update specialties or update name/demographic information, etc.
- Considerations
  - » Providers must have OH|ID credentials (username and password)

# Functions of Provider Self Service Menu

**WHO:** Ohio Medicaid Providers  
**WHEN:** Process effective with Stage 2 –  
October 1, 2022 of the Next Generation  
Program



1. Navigate to the \*[Provider Network Management \(PNM\) Module](#) and log in using your OH|ID credentials (username and password).

2. In PNM, navigate to the left side of the Provider Management Home Page and you will find the provider Self Service menu.

3. Only hospice providers will see an option for “Hospice.” Providers will be redirected to MITS if they select Hospice, Cost Reports, Prior Authorization, Claims, Recipient Eligibility, or Remittance Advice. After 12/1/2022, all activities will remain in the PNM.

*\*This link will be available on 10/1/2022.*



# Communications and Reports

*Stage 2 – October 1, 2022*

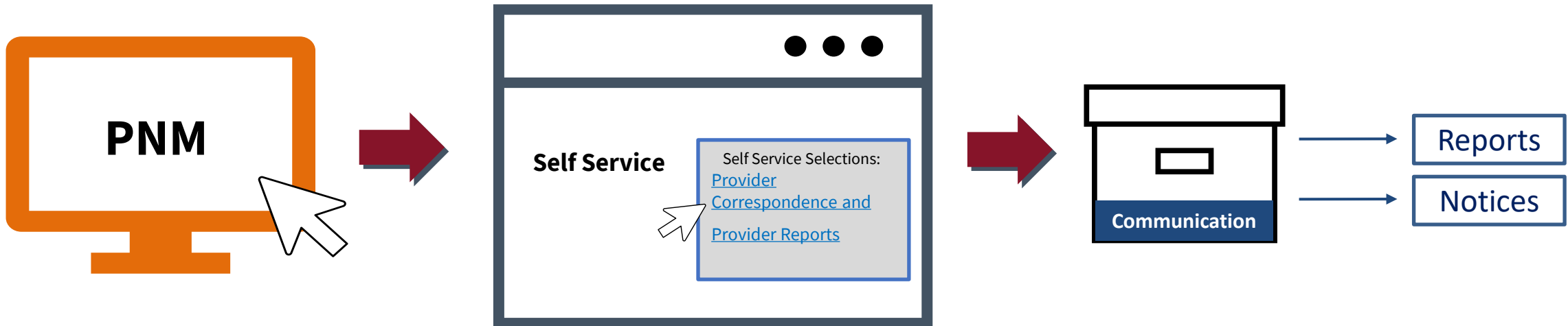
# Communications and Reports | Overview

## Purpose and Considerations

- Purpose
  - » Explain how providers can find the “Provider Correspondence and Provider Reports” page and what information will be available for Stage 2
- Considerations
  - » Providers must have OH|ID credentials (username and password)

# Viewing Communications and Reports

**WHO:** Ohio Medicaid Providers  
**WHEN:** Process effective with Stage 2 –  
October 1, 2022 of the Next Generation  
Program



1. Navigate to the [\\*Provider Network Management \(PNM\) Module](#) and log in using your OH | ID credentials (username and password).

2. Under the “Self Service” dropdown on the left side of the screen, click the “Provider Correspondence and Provider Reports” link and you will be directed to a correspondence folder.

3. The correspondence folder will include notices and reports. In Stage 2, only hospitals will receive reports, such as the Potentially Preventable Readmissions (PPR) reports. For all other reports, see “Cost Reports and Rate Setting” under the Self Service menu.

*\*This link will be available on 10/1/2022.*

